

Quality Control Monitoring

Nursing Facility Utilization Review Quarterly Stakeholder Meeting

June 8, 2020



Utilization Review Quality Assurance Process

The Quality Assurance (QA) process consists of Quality Control monitoring of our nurse reviewers' completed utilization reviews.

Our goals are:

- Improve interrater reliability
- Improve consistency in reviews across the regions
- Identify training needs.

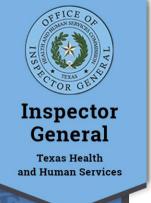


Monitoring Results

Two scores are calculated for each Quality Control Review

- Compliance
- Inter-rater Reliability

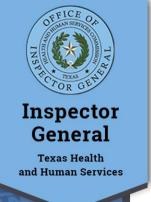
Threshold or target is 90% or higher



Monitoring Results

Fiscal Year 2020 1st - 3rd Quarter

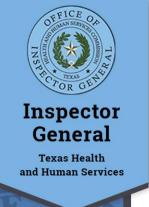
- Compliance 96%
- Inter-raterReliability 95%



Identified Trends

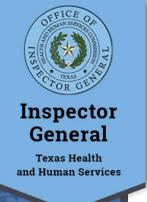
Trends for Nurse Reviewers related to Compliance and Inter-rater Reliability Scores:

- UR documentation and procedures
- ADL Coding
- Documentation that supports the level of resident understanding
- Staff assessments for BIMS & RMI
- Physician's order for claimed therapy



Quality Control Monitoring Plan

- Results are shared with UR managers, UR staff and stakeholders
- Education for nurse reviewers will continue during the QC monitoring process and periodically during staff meetings
- Quality Assurance will continue to conduct Quality Control Monitoring reviews throughout the 2020 fiscal year



Questions

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Thank You

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